



Bee Happy's

CASE STUDY

A partnership with PT. Sandvik SMC



SANDVIK



TABLE OF CONTENT



TABLE OF CONTENT	1
OVERVIEW	2
NEEDS & EXPECTATIONS	4
CHALLENGES & SOLUTIONS	5
HOW WE HELP	6
ACCOMPLISHMENT	7

OVERVIEW



PT. Sandvik SMC is the Sandvik Group's Indonesian branch. It is a global, high-tech engineering group that provides solutions that enhance productivity, profitability and sustainability for the manufacturing, mining and infrastructure industries. Their products and services are available in all regions worldwide.



BACKGROUND

Sandvik, a global engineering group specializing in manufacturing, mining, and infrastructure solutions, required technical translation services to train Indonesian technicians on heavy mining equipment operations. Facing challenges with previous translation quality and inexperienced linguists, Sandvik sought our assistance. We ensured accurate translation of training materials through extensive research, meticulous linguist selection, and comprehensive training. We were minimizing communication barriers and maximizing productivity for Sandvik's workforce.

PROJECT DETAILS



- Service: Translation
- Field: Mining & Construction
- Content-Type: Manual user & training material on how to operate a heavy machine
- Language: English to Indonesian
- Volume: 150.000 words
- Duration: 2021 - 2022

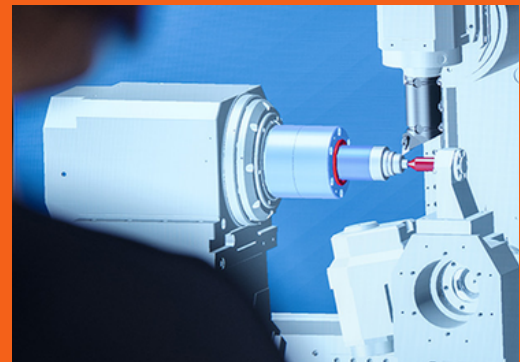
NEEDS & EXPECTATIONS



Sandvik needs technical translation for their training courses. They would like to provide training to the technicians. However, all the training sources are in English, so they must translate it into Indonesian. Therefore, Sandvik needs translators with a good technical background in specified fields to solve those matters.

NEEDS

Sandvik needed native Indonesian translation experts to translate the training materials on operating heavy mining equipment for the employees.



EXPECTATION

Sandvik expected assistance from professional translators who are native Indonesians and have experience in the mining and construction fields (or a group that has those people).

CHALLENGES & SOLUTIONS



We encountered the challenge of meeting Sandvik's high expectations for accurate technical content translation. This led us to implement extensive research, training, and a meticulous selection process to ensure quality results.

CHALLENGES:

- High expectations from the client:

Sandvik has worked with several translation agencies in the past, but the problem is that most of them still lack the quality of the technical content. So, they have high expectations for accurate and natural translation quality.

- Inexperienced linguists:

At that time, our linguists did not have much experience in the construction and mining industries, and the content was very technical and contained many specified terminology.

SOLUTIONS:

- Research study and training:

We conducted much research on the mining industry. Then, we developed some guidelines and trained them for our chosen team.

- Create a guideline:

First, we gathered translators from our database and asked them to do a sample test related to the project. Then, we asked for professional help to review their translation results. Thus, we invite those who passed the test to join this project.

HOW WE HELP



By conducting deep research, creating a glossary in collaboration with the client, carefully selecting and training linguists, and implementing quality assurance measures, we ensured that the accuracy and quality of translations were guaranteed.

Here are the operating procedures:

- Since we need to translate technical courses, we must conduct deep research.
- Studying the content/data
- Creating the glossary with the client
- Choosing the linguists
- Training the guidelines to the team
- Conducting a trial for the team
- Translating
- QA
- Delivery



ACCOMPLISHMENT



After dedicated efforts, our collaboration with Sandvik has paid off as we removed their pain point and the gap between foreign and Indonesian technicians to increase productivity.

Result:

Sandvik Group is internationally known as a manufacturer of heavy equipment for construction and mining purposes. Their clients come from large mining companies. One of them is Freeport in Indonesia. At that time, Sandvik needed help translating manual guides and training materials for technicians using heavy equipment. Thanks to our collaboration, their pain points and the gap between foreign and Indonesian technicians to increase productivity have been minimized.

Ultimately, this made our translation services cater to a wide range of industries and customer profiles, facilitating effective communication and breaking down language barriers in a globalized world. The ideal target audience depends on the industry and specific needs of each business or individual seeking to communicate across linguistic boundaries.

THANK YOU!



Inspired by Sandvik's success story?

Please reach out to us to start your journey towards an outstanding result.

CONTACT US

(+62) 81311717979

INFO@BEEHAPPYTRANSLATIONSERVICES.COM

CONTACT-US@BEEHAPPYTRANSLATIONSERVICES.COM